



Devon & Cornwall Police Authority

Exeter Respect Festival 2007

In order to seek the views from all sections of our community, Devon and Cornwall Police Authority attended Exeter Respect Festival on the 7th July 2007. The Authority arranged to have a stand independently of the Constabulary in order to promote the roles and functions of the Police Authority and to carry out a consultation exercise. At the event Police Authority staff circulated a questionnaire which featured questions relating to Neighbourhood Policing, Counter terrorism, Hate Crime, and the roles and functions of the Police Authority. In order to encourage people to complete the questionnaire, the Police Authority included a lucky dip containing sweets and Police Authority freebies. People who filled in a questionnaire were allowed to take part in the lucky dip for free. This method proved extremely successful and we managed to obtain 128 completed questionnaires throughout the course of the day.

Neighbourhood Policing

Respondents were asked to indicate whether or not they were aware of the Neighbourhood Policing Initiative. 40.3% of respondents indicated that they are aware of the Initiative. When this figure is compared to the results obtained on the Summer Public Survey (which gets sent out to 10,000 randomly selected households but reaches very few hard to reach groups) 37% of respondents indicated they were aware. This result is encouraging as it shows that diverse and minority groups are not any less likely to know about the initiative (see table 1).

Table 1:

Are you aware of the Neighbourhood Policing Initiative?

		Frequency	Percent	Cumulative Percent
Valid	Yes	50	40.3	40.3
	No	74	59.7	100.0
	Total	124	100.0	

Respondents were then asked if they knew their local Neighbourhood Policing Team (NPT). 18.7% indicated they had met someone from their local NPT, 2.4% know the name of someone in their NPT, 13% don't know the name of anyone in their NPT but would know how to find out if needed, 15.4% don't know the name of anyone in their NPT and wouldn't know how to find out if needed, 40.7% didn't know they had an NPT, and 9.8% said that they didn't feel the need to know the name of someone in their NPT (see table 2). 34.1% of respondents indicated that they had either met, knew the name of or knew where to find the name of someone in their local Neighbourhood Policing Team, this figure is considerably higher than that obtained in the Summer Public Survey (27.4%).

Table 2:**Do you know your local Neighbourhood Policing Team?**

		Frequency	Percent	Cumulative Percent
Valid	I have met a member of my local NPT	23	18.7	18.7
	I know the name of someone in my NPT	3	2.4	21.1
	I don't know the name of anyone in my NPT but would know how to find out	16	13.0	34.1
	I don't know the name of anyone in my NPT and don't know how to find out	19	15.4	49.6
	I didn't know we had an NPT	50	40.7	90.2
	I don't feel the need to know the name of someone in my NPT	12	9.8	100.0
	Total	123	100.0	

Respondents were then asked a series of questions relating to Police Community Support Officers (PCSOs). Police Community Support Officers (PCSOs) were introduced as part of the Neighbourhood Policing Initiative. They have been introduced in several communities across Devon and Cornwall. The Police Authority is keen to find out how they have been received and if they are viewed positively by the public. 35.2% of respondents were previously aware of the roles and functions of PCSOs (see table 3), this is considerably lower than the result obtained on the Summer Public Survey when 46.8% reported being aware. This suggests that more publicity needs to be carried out within diverse communities to promote PCSOs.

Table 3:**Were you previously aware of the roles and functions of the PCSO?**

		Frequency	Percent	Cumulative Percent
Valid	Yes	44	35.2	35.2
	No	81	64.8	100.0
	Total	125	100.0	

38.7% of respondents reported having seen PCSOs in their local area (see table 4):

Table 4:**Have you seen any PCSOs in your local area?**

		Frequency	Percent	Cumulative Percent
Valid	Yes	48	38.7	38.7
	No	76	61.3	100.0
	Total	124	100.0	

77.7% of respondents think that PCSOs act as a deterrent to would-be troublemakers, this figure is lower than the 80.4% achieved on the Summer Public Survey (see table 5):

Table 5:

Do you think that the presence of PCSOs acts as a deterrent to would-be troublemakers?

		Frequency	Percent	Cumulative Percent
Valid	Yes	87	77.7	77.7
	No	25	22.3	100.0
	Total	112	100.0	

95.9% of respondents agreed that the introduction of PCSOs was a good idea (see table 6), this is compared to 85.6% of Summer Public Survey respondents.

Table 6:

Do you agree that the introduction of PCSOs was a good idea?

		Frequency	Percent	Cumulative Percent
Valid	Yes	116	95.9	95.9
	No	5	4.1	100.0
	Total	121	100.0	

Protective Policing

When asked what would be their preferred method of reporting unusual or suspicious behaviour, 62.3% of respondents indicated that they preferred using the telephone, 13% indicated that they would prefer to report it directly to a Police Officer and a further 13% indicated that they would prefer to report it at a Police Station. 2.9% would like to report it informally to a PCSO. 1.4% would like to leave a message and have the Police get back to them, 1.4% would prefer to report it via the Internet, by text message and by email (see table 7). 2.9% indicated they would favour an alternative method. When asked to indicate an alternative way of reporting suspicious behaviour they suggested 'face to face somewhere private'.

Table 7:

What would be your preferred method of reporting suspicious behaviour?

		Frequency	Percent	Cumulative Percent
Valid	At a Police Station	9	13.0	13.0
	Directly to a Police Officer	9	13.0	26.1
	Informally to a PCSO	2	2.9	29.0
	By telephone	43	62.3	91.3
	Leave a message and they get back to me	1	1.4	92.8
	By internet	1	1.4	94.2
	By text message	1	1.4	95.7
	By email	1	1.4	97.1
	Other	2	2.9	100.0
	Total	69	100.0	

Respondents were then asked to indicate how confident they are that Devon and Cornwall Constabulary would have the resources and capability to deal with a major incident or crime. 13% indicated that they are very confident, 61.8% said they were fairly confident, 22% said they were not very confident and 3.3% said they were not confident at all (see table 8).

Table 8:

How confident are you that D&C Constabulary would have the resources to deal with a major incident?

		Frequency	Percent	Cumulative Percent
Valid	Very confident	16	13.0	13.0
	Fairly confident	76	61.8	74.8
	Not very confident	27	22.0	96.7
	Not at all confident	4	3.3	100.0
	Total	123	100.0	

Respondents were then asked how confident they are that Devon and Cornwall Constabulary is prepared to deal with emergencies and major incidents should they arise. 20.7% are very confident that Devon and Cornwall Constabulary is prepared, 66.4% are fairly confident, 11.2% are not very confident, and 1.7% are not at all confident (see table 9).

Table 9:

How confident are you that D&C Constabulary are prepared to deal with emergencies and major incidents?

		Frequency	Percent	Cumulative Percent
Valid	Very confident	24	20.7	20.7
	Fairly confident	77	66.4	87.1
	Not very confident	13	11.2	98.3
	Not at all confident	2	1.7	100.0
	Total	116	100.0	

These results were cross-tabulated with knowing someone from one's NPT. Although results were not significant, they do suggest that respondents are more likely to feel very confident that Devon and Cornwall Constabulary is prepared to deal with emergencies and major incidents should they arise, if they know someone from their NPT (see table 10).

Table 10:

How confident are you that D&C Constabulary are prepared to deal with emergencies and major incidents? * Do you know your local Neighbourhood Policing Team? Crosstabulation

			Do you know your local Neighbourhood Policing Team?				Total
			Know or know how to find out the name of someone on NPT	Don't know the name of anyone in NPT or how to find out	Didn't know we had an NPT	Don't feel the need to know anyone in NPT	
How confident are you that D&C Constabulary are prepared to deal with emergencies and major incidents?	Very confident	Count	14	1	7	2	24
		%	37.8%	6.3%	14.9%	16.7%	21.4%
	Fairly confident	Count	18	14	34	8	74
		%	48.6%	87.5%	72.3%	66.7%	66.1%
	Not very confident	Count	5	1	4	2	12
		%	13.5%	6.3%	8.5%	16.7%	10.7%
	Not at all confident	Count	0	0	2	0	2
		%	.0%	.0%	4.3%	.0%	1.8%
Total		Count	37	16	47	12	112
		%	100.0%	100.0%	100.0%	100.0%	100.0%

Respondents were then asked to indicate how confident they are that they would know what to do in the case of an emergency or major incident. 27.1% reported feeling very confident, 46.6% feel fairly confident, 21.2% are not very confident, and 5.1% are not at all confident (see table 11). These figures do suggest that more work needs to be done in this area, however many of the people who completed the questionnaire were under 16.

Table 11:

How confident are you that you would know what to do in the case of an emergency?

		Frequency	Percent	Cumulative Percent
Valid	Very confident	32	27.1	27.1
	Fairly confident	55	46.6	73.7
	Not very confident	25	21.2	94.9
	Not at all confident	6	5.1	100.0
	Total	118	100.0	

Results were cross-tabulated in order to assess whether there was an impact of age on how confident respondents would feel in an emergency situation. There was not a significant impact of a respondent's age on how confident they would feel in the case of an emergency. In fact it appears that younger respondents actually feel more confident (see table 12).

Table 12:

age * How confident are you that you would know what to do in the case of an emergency?
Crosstabulation

			How confident are you that you would know what to do in the case of an emergency?				Total
			Very confident	Fairly confident	Not very confident	Not at all confident	
age	16-24	Count	6	8	3	2	19
		% within age	31.6%	42.1%	15.8%	10.5%	100.0%
	25-34	Count	2	10	5	0	17
		% within age	11.8%	58.8%	29.4%	.0%	100.0%
	35-44	Count	12	17	4	2	35
		% within age	34.3%	48.6%	11.4%	5.7%	100.0%
	45-54	Count	1	5	5	1	12
		% within age	8.3%	41.7%	41.7%	8.3%	100.0%
	55-64	Count	2	4	2	0	8
		% within age	25.0%	50.0%	25.0%	.0%	100.0%
	64-74	Count	0	0	1	0	1
		% within age	.0%	.0%	100.0%	.0%	100.0%
	under 16	Count	7	9	3	1	20
		% within age	35.0%	45.0%	15.0%	5.0%	100.0%
Total		Count	30	53	23	6	112
		% within age	26.8%	47.3%	20.5%	5.4%	100.0%

Hate Crime

Hate crime is any incident that is perceived to be motivated by a victim's ethnicity, religion, sexuality, disability, age, gender. Respondents were asked to indicate whether or not they had been a victim of a hate crime in the last 12 months. 10.8% of respondents indicated that they had (see table 13).

Table 13:

Have you been the victim of hate crime in the last 12 months?

		Frequency	Percent	Cumulative Percent
Valid	Yes	12	10.8	10.8
	No	99	89.2	100.0
	Total	111	100.0	

Respondents who had been the victim of a hate crime were asked to indicate the nature of that hate crime. Results are reported in table 14.

Table 14:**What was the nature of the hate crime?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	33.3	33.3	33.3
BEING ATTACKED	1	8.3	8.3	41.7
HARASSMENT	1	8.3	8.3	50.0
HARASSMENT				
VIOLENCE	1	8.3	8.3	58.3
INTIMIDATION				
KIDS	1	8.3	8.3	66.7
MOBS	1	8.3	8.3	75.0
RACIAL CRIME	1	8.3	8.3	83.3
RACISM - BEATEN	1	8.3	8.3	91.7
VERBAL ASSAULT	1	8.3	8.3	100.0
Total	12	100.0	100.0	

Respondents who had been a victim of a hate crime were asked if they had reported it to the Police, 40% of respondents did report the incident and 60% did not (see table 15).

Table 15:**Did you report the incident to the Police?**

	Frequency	Percent	Cumulative Percent
Valid Yes	10	40.0	40.0
No	15	60.0	100.0
Total	25	100.0	

Respondents who indicated that they did report the incident to the Police were then asked a series of satisfaction questions in order to gauge the service delivered by the Police in relation to these incidents. These results need to be interpreted with caution due to the small number of respondents involved (only 10 respondents). Of those who reported the incident 30% (3 respondents) were very satisfied, 50% (5 respondents) were satisfied, and 20% (2 respondents) were neither satisfied nor dissatisfied (see table 16).

Table 16:**How satisfied are you with the actions taken by the Police?**

	Frequency	Percent	Cumulative Percent
Valid Very satisfied	3	30.0	30.0
Satisfied	5	50.0	80.0
Neither satisfied nor dissatisfied	2	20.0	100.0
Total	10	100.0	

55.6% (5 respondents) of respondents who reported a hate crime were very satisfied with the way they were kept informed of progress, 33.3% (3 respondents) were satisfied, and 11.1% (1 respondent) were very dissatisfied (see table 17).

Table 17:

How satisfied are you with the way you were kept informed of progress?

		Frequency	Percent	Cumulative Percent
Valid	Very satisfied	5	55.6	55.6
	Satisfied	3	33.3	88.9
	Very dissatisfied	1	11.1	100.0
	Total	9	100.0	

60% of respondents who reported a hate crime (6 respondents) were very satisfied with the way they were treated by Police Officers and staff dealing with their case, 30% (3 respondents) were satisfied, and 10% (1 respondent) were neither satisfied nor dissatisfied (see table 18).

Table 18:

How satisfied are you with the way you were treated?

		Frequency	Percent	Cumulative Percent
Valid	Very satisfied	6	60.0	60.0
	Satisfied	3	30.0	90.0
	Neither satisfied nor dissatisfied	1	10.0	100.0
	Total	10	100.0	

Of those who had reported a hate crime, 44.4% (4 respondents) were very satisfied with the overall service provided by the Police in this case, 22.2% (2 respondents) were satisfied, and 33.3% (3 respondents) were neither satisfied nor dissatisfied (see table 19).

Table 19:

How satisfied are you with the overall service provided in this case?

		Frequency	Percent	Cumulative Percent
Valid	Very satisfied	4	44.4	44.4
	Satisfied	2	22.2	66.7
	Neither satisfied nor dissatisfied	3	33.3	100.0
	Total	9	100.0	

Respondents who had been the victim of a hate crime but who had not chosen to report it to the Police were asked why they did not report the incident. Four respondents did not report the incident, as they didn't feel it was serious enough (see table 20). One respondent indicated there was another reason why they didn't report

the incident, the reason they gave was that they felt they were too young at the time to report the incident. The rest of the respondents who did not report their hate crime did not provide an explanation as to why they did not.

Table 20:

Why did you not report the incident to the Police?

		Frequency	Percent	Cumulative Percent
Valid	Didn't feel it was serious enough	4	80.0	80.0
	Other	1	20.0	100.0
	Total	5	100.0	

The Police Authority

Respondents were asked to indicate whether or not they were previously aware that Police Authorities existed, 74.5% of respondents indicated that they were previously aware. This figure is considerably higher than anticipated (see table 21).

Table 21:

Were you previously aware that Police Authorities existed?

		Frequency	Percent	Cumulative Percent
Valid	Yes	73	74.5	74.5
	No	25	25.5	100.0
	Total	98	100.0	

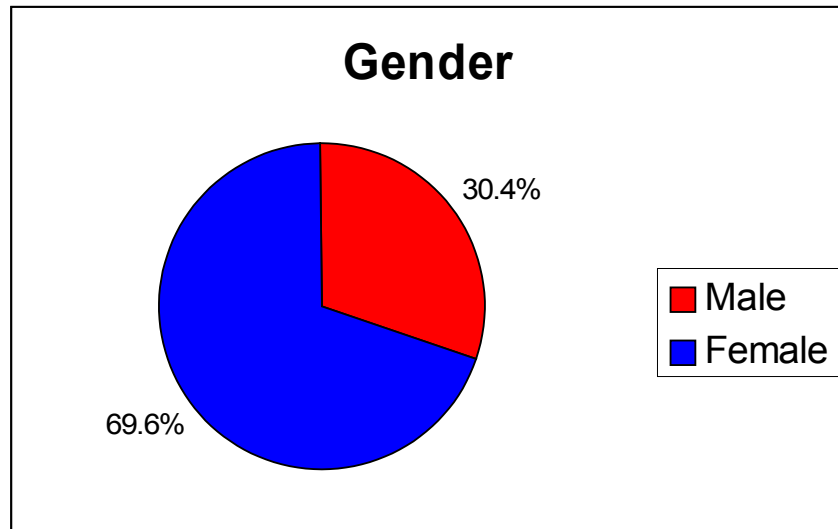
60.4% of respondents indicated that they were previously aware of the roles and functions of the Police Authority (see table 22).

Table 22:

Were you previously aware of the roles and functions of the Police Authority?

		Frequency	Percent	Cumulative Percent
Valid	Yes	55	60.4	60.4
	No	36	39.6	100.0
	Total	91	100.0	

Demographics



age

		Frequency	Percent	Cumulative Percent
Valid	16-24	19	15.7	15.7
	25-34	21	17.4	33.1
	35-44	37	30.6	63.6
	45-54	12	9.9	73.6
	55-64	8	6.6	80.2
	64-74	1	.8	81.0
	under 16	23	19.0	100.0
Total		121	100.0	

Ethnicity

